

COMPLAINTS AND APPEALS FORM

FORM TO BE USED FOR:

- Appeals against academic assessment;
- Appeals against the notification of intention to cancel eCOE;
- Appeals against the result of an application for special consideration in relation to an individual student;
- Appeals against the application for suspension/deferment/cancellation of enrolment;
- General complaints

Processing time is 10 working days from the date of receipt.

Important information:

- Complaints & appeals form will be provided in accordance with SCSB's student Complaints and Appeals Policy & procedure
- You should read the policy and procedure carefully to establish your eligibility for a Complaint or Appeal
- Any request for a student's appeals must be made in writing using this form
- Before your form for an appeal will be considered you must complete all the section and attach documents relevant to your application

Checklist

- I have indicated the grounds for appeal and addressed these in my submission.
- I have attached copies of all my supporting documentation.

Personal Details:

Surname:		Title:	Mr., Mrs., Ms.
Given Name:		Date of Birth:	
Address:		Post code:	
		State:	
Student ID No:		Mobile:	
Email:			
Course title:			
Trainer / Assessor: (if applicable)			

Details of Complaint:

Date of occurrence:	
Reason for your submission:	
Occurrences leading up to this submission:	
What outcomes are you seeking?	
How can we improve our system to avoid these situations in the future?	

Student Declaration:

By signing this form, I certify that the information provided is true and correct and, I have read and understood the information regarding the complaints & appeals process of SCSB.

Signed: _____ Date: ____ / ____ / ____

OFFICE USE ONLY	
Outcome:	<input type="checkbox"/> Approved <input type="checkbox"/> Not Approved
Comments: (if applicable)	
Processed by:	
Signature:	Date: